

2-19-21 Meeting Minutes

Kent One-Stop Team

9:30 – 11:30am @ via Zoom



Delaware JobLink
<https://joblink.delaware.gov>

A proud partner of the
americanjobcenter
network

Attending: Talena Baker, DET (Blue Collar Presenter); Ashly Francica, DET (Blue Collar Presenter); Joe Olivere, DET Apprenticeship (Presenter); Jeremy McEntire, Polytech Adult Ed/Apprenticeship Presenter); Joyce Ottinger - DOL Youth Programs; Kamarya Edwards, Delaware Futures; Betsy Jones, Polytech Adult Education; John Morris, Polytech Adult Education; Seba Morris - Business Interface; Mary Wyllie – DVR; Dana Seaberg, DVR; Dawn Picket - DET/MFWP; Clarence Richardson - DelTech/Youth/Adult Ed; Nelson Erazo - DET; Camille Nieves, DET; Archie Johnson, DET; Karlton Roberts, DET; Sandy Gray, Capital School District; Dina Melchiorre, DE Futures; Donna Heller, Modern Maturity/SEP; Valarie Wright (FSCAA); Trudy Pechin, Polytech Adult Ed; Elaine Huitt, DVI; Alta Porterfield, Libraries; Clint Anderson, CareerTeam/TANF; Emma Smith, DE Center for Justice; Denise Burke, DVR; Cathy Kipp, DCDAL; Amy Layfield, DVI; and Hope Ellsworth (recording)

Documents Discussed at the Meeting:

- Presentation PPTs: DET Apprenticeship PPT & Polytech Apprenticeship PPT (distributed on 2/19 after meeting)
- Blue Collar Presentation Document listing providers, by county – This is included in the text of these minutes.
- *Delaware Joblink One-Stop Team link, with county resource lists, minutes and other resources, can be found at: <https://labor.delaware.gov/divisions/employment-training/team-info/>.*
- Kent One-Stop Team Contact Information – This list has been updated and loaded onto the One-Stop Team link.
- NextGen Delaware Joblink – Subject Matter Experts to Contact with Questions (distributed on 2/19 after meeting)
- H1B1 Grant: 4-Year IT/Cyber Security Training (information included in the text of the minutes)
- Feb 2021 Convening Planning Ideas – Distributed to team on 2/18/21
- Draft of WIOA Staff Orientation Presentation – This was distributed to the team right after the meeting. The team was asked to comment and provide feedback.

2-19-21 Discussion: This was a virtual meeting.

1. Introductions and Announcements

- Team members introduced themselves.

2. Presentations –

- **Apprenticeship Program: DET Overview** (Joe Olivere)
 - ✓ Delaware Apprenticeship Website: <https://labor.delaware.gov/divisions/employment-training/apprenticeship-and-training/>. This website has search capabilities to look up trades or approved sponsors, by county. *Someone must have a job with an employer sponsor to be eligible.*
 - ✓ If anyone has general questions or for more information about the process for an employer to become a sponsor for an apprentice, call DET at (302) 761-8328 or email apprenticeship@delaware.gov. Joe noted that you should contact Polytech for questions about the programs they offer or to get assistance with career counseling.
 - ✓ IT, auto mechanic and culinary arts have been added to the registered apprenticeship program.
 - ✓ Joe shared that this is an “earn while you learn” model to prepare workers for careers. Registered Apprenticeship is a proven method of training involving on-the-job work experience coupled with related instruction, typically offered in a classroom setting.

- ✓ There is no fee to get involved as long as the employer is willing to accept the employee as an apprentice. **Employer hiring a person is 95% of the process.** Usually, people are hired with little or no skills so this program is a progression. See the link at the beginning of this section for a list of sponsors and trades available.
 - ✓ The program is important because completion will lead to a very good wage and solid occupational possibilities.
 - ✓ The person will receive tuition-Free School, with a paid FT job at the same time. They are recognized as a registered apprentice when they enter into a formal agreement with their employer, who is a sponsor with the Delaware Department of Labor.
 - ✓ The registered apprentice receives a combination of both classroom/related technical instruction and on-the-job training. Typically, an apprentice works during the day and attends school at night (Polytech is one site).
 - ✓ 5 Core Components
 - a. Employer involvement and On-the-job training
 - b. Structured OJT with mentoring
 - c. Related classroom training
 - d. Rewards for skills gains
 - e. National credentials that can be used anywhere in the country.
 - ✓ "\$300,000 more is earned on average by apprentices during their careers than workers who did not apprentice." -USDOL, ApprenticeshipUSA Toolkit (2016)
 - ✓ The Apprenticeship PPT has more detailed information about the program. Here are some highlights:
 - a. 1,400 Registered Apprentices (RA) – There were 950 one year ago so that program is growing tremendously.
 - b. 360 employer sponsors with at least one RA
 - c. Over 20 Occupations with a program
 - d. Top 5 Occupations:
 - ▷ Electrician
 - ▷ Plumbers & Pipefitters
 - ▷ Heating Ventilation and Air Conditioning
 - ▷ Sheet Metal Workers
 - ▷ Construction Laborers
 - ✓ Pre-apprenticeship – The DET Apprenticeship Program has added a Registered Pre-Apprenticeship Programs for those having difficulty getting into the Program.
 - ✓ Pre-apprenticeship Program Definition – “A program or set of strategies designed to prepare individuals to enter and succeed in a Registered Apprentice Program and has a documented partnership with at least one, if not more, Registered Apprenticeship Program(s).”
- Apprenticeship Program: Polytech Overview (Jeremy McEntire)
 - ✓ For more information about Polytech’s apprenticeship program, prospective students can contact Jeremy McEntire (jeremy.mcentire@polytech.k12.de.us) or Trudy Pechin (Trudy.pechin@polytech.k12.de.us).
 - ✓ **Jeremy explained that Polytech has a career services office to help a learner identify the course of study that makes the most sense for them.**
 - ✓ Polytech offers pre-apprenticeship training and youth apprenticeship training for those without employment with an employer who has a registered apprenticeship program.
 - ✓ The electrical apprenticeship program is Polytech’s #1 RA program. He added that there is a new networking tech apprenticeship program. Most programs are 2-4 years in length.
 - ✓ The highlighted programs in the table below represent the registered apprenticeship training programs offered by Polytech.

Workforce Training Programs

Maintenance

Foundation Course

Maintenance Fundamentals *

(1 Semester)

- General Maintenance
- ELL

G1 Auto * (1 Semester)

T8/H8 Diesel Truck/Bus * (1 Semester)

Transportation & Logistics

Automotive Technician * (2 Years)

Diesel Technician * (2 Years)

Water Systems Operator * (2 Years)

Wastewater Technician * (2 Years)

Industrial

Electro-Mechanical Technician
(1 Semester)

Industrial Maintenance * (4 Years)

Ag & Heavy Equipment

Equipment Technician (4 Years)

Small Engine

Small Engine – Service Foundations
(1 Semester)

Outdoor Power Equipment
Technician (2 Years)

Construction

Foundation Course

Building Construction Core *

(1 Semester)

- HVAC-R
- Plumbing
- Electrical
- Civil
- ELL

Building Construction

HVAC-R * (4 Years)

Plumbing * (4 Years)

Electrical * (4 Years)

Electronic System Technician * (4 Years)

Civil Construction

Laborer * (2 years)

Welding

Welding/Fabrication * (4 Years)

Basic Welding (3 Months)

MIG/TIG (3 Months)

Healthcare

Nursing

CNA (1 Semester)

Practical Nursing (1 Year)

Allied Health

Medical Assistant (1 Semester)

Phlebotomy (1 Semester)

Medical Insurance (1 Semester)

Health Careers

Home Health Aide – ELL
(1 Semester)

Dental Assistant (1 Semester)

Ophthalmic Assistant (1 Semester)

AAPC Certified Professional Coder
(1 Semester)

Support

Information Technology

IT Core (1 Semester)

Networking Technician * (Competency Based)

Supervision/Leadership

Frontline Management (1 Year)

- General Supervision

- ELL

Education

Early Care & Education (1 Year)

* Courses that are associated with a State of Delaware Registered Apprenticeship program.

- Blue Collar Jobs Training Funds (Ashley Francica & Talena Baker, DET)
 - ✓ The Blue Collar Jobs Training Funds are 100% state funds received via employer's unemployment insurance training fund. The Dept. of Labor is the lead organization administering these funds.
 - ✓ **The list of Blue Collar Training Providers, by county, is at the back of these minutes.**
 - ✓ These funds are meant to provide help to the under employed considered to be "economically disadvantaged individuals" who also have other barriers to employment. Div. of Unemployment Insurance collects the employers' assessed taxes. DET gets approximately 75% and the Div. of Small Business administers the other 25%.
 - ✓ Process:
 - a. Reach out to a training provider to get eligibility for programs of interest. Specific program eligibility differs for each program.
 - b. For Kent, Trudy Pechin (Trudy.pechin@polytech.k12.de.us) oversees the electro-mechanical program and an entrance exam would have to be taken. That program has an 80 hour externship and the person can be tied into the apprenticeship program as well.
 - ✓ General eligibility:
 - a. Registered in DJL
 - b. A US citizen or eligible to work
 - c. At least 18 years old
 - d. Registered with Selective Service (men)

3. Resource Sharing:

- Hope reported that the Kent County Team Contact List has been updated and loaded onto the One-Stop Team link.
- Polytech shared upcoming training programs open to job seekers.
- Joyce Ottinger announced that the out-of-school youth RFP will be posted on 2/22.
- NextGen Delaware Joblink: The next generation of Delaware Joblink will be operational on 2/22. The URL has not changed and is: joblink.delaware.gov. After the meeting, Hope distributed a list of subject matter experts on the updated DJL in case there are questions. She added that the updated DJL is much more user friendly with phones and tablets.
- **H1B1, 4-Year IT/Cyber Security Training Grant: Delaware Department of Labor received \$9,193,902 from the H1B One Workforce Grant to provide more economic growth opportunities in the IT Industry.**
The Delaware Department of Labor (DE DOL) works with partners in the Information Technology (IT) sector to build pathways through educational, training, and work-based learning opportunities for Delaware citizens who are unemployed, underemployed, disabled, veterans and their spouses (including those veterans transitioning out of the U.S. Armed Forces), young adults ages 18-26, underrepresented women, People of Color, or citizens reentering the workforce as ex-offenders to prepare for jobs and connect with employers in the IT field.
[Tech Impact](#) and [Delaware State University](#) partnered with DE DOL. These organizations have been working together to help underrepresented communities and build a system that recruits, identifies training partners, and interfaces with a newly developed IT Industry Council to meet the in-demand IT occupations (security, developers, applications, analysts, admins, programmers, technicians, etc).
- Alta Porterfield reported that [Libraries](#) received funds and have purchased Chromebooks and MiFis to lend out at the local libraries. They are still setting up the process and it should be ready within the next month.
- GED Testing Sites are re-opening: <https://www.doe.k12.de.us/Page/2966>.
- Reminder about VOCAL Chat: <https://vocal.delaware.gov/>
- DOL Monthly Labor Review: <https://labor.delaware.gov/divisions/oolmi/monthly-labor-review/>
- Resource Flyers sent out this month:
 - ✓ JFS Employment Support Network Service Flyer
 - ✓ Tech Impact's (new) HelpDesk Flyer
 - ✓ Link to check on GED testing sites that are open
 - ✓ FBD Emergency Drive Through Mobile Food Pantries
 - ✓ FBD LOGIC (warehousing certificate) & Culinary training flyers
 - ✓ SERVICE Mental Health Program (Christina Cultural Arts Center)
 - ✓ NAMI Mental Health Support Training
- Teams Assisting with Forward Delaware: Betsy Jones (Polytech) shared an idea with Hope. The idea is that One-Stop Teams be available to provide assistance/suggestions when a training provider identifies a roadblock or barrier for someone in the certification programs, but don't have a resolution. Hope has contacted all of the Forward Delaware training provider agencies to offer this assistance. If they are soliciting ideas to address a barrier, they will send Hope a description of the barrier and the need. Hope will send out to the County teams. We want to do everything we can to ensure the success of those attending Forward Delaware (and other) training for job seekers.

4. Opportunities for Improvement: Ideas, Issues, Process Improvement, etc.

- Referrals to Other One-Stop Partner Programs:
 - ✓ Hope and Romie Lutz (DET Referral Liaison) continue to meet weekly. It is anticipated that they will share the proposed referral process in March. The platform being proposed is via Delaware VOCAL.
 - ✓ **For now, it is vital that all programs assist a service recipient in navigating to other services that could assist them.**
- Continuing the Discussion: Moving to Finalize Convening
 - ✓ Hope provided an update on 2021 Convening Planning and received additional feedback from the team.
 - ✓ **Proposed Theme: "Bounce Forward"** [All teams agreed with this theme so it is the final theme.]

- ✓ **Dates:**
 - a. 5/10 – Pre-convening Workshops addressing some staff work @ home tech issues (1/2 day)
 - b. 5/12 - **Convening**
- ✓ May is Trauma Awareness Month so we'll highlight other events that are occurring in May
- ✓ A webpage will include all aspects of the Convening (registration, program, key links, presentations, recording after Convening, etc.)
- ✓ Confirmed Convening Topics/Workshops
 - a. "Bounce Forward": Dr. Deb Berke will present her thoughts on how to bounce forward after "the year of COVID-19". She will focus on supports for staff so that staff can support job seekers and learners, including: life/work balance; helping people to bounce forward (i.e. resilience); staying at peace with chaos all around; essential self-care; trauma in different age groups and what that looks like; how to reduce the stress bucket; how to tell you are reaching the saturation point; how to support someone who is terrified of returning to work; when someone is "at wit's end"
 - b. Lessons Learned: What DE Guidance Services have learned as they continue to provide mental health support to teens, families and staff during COVID-19; life/work balance; staying peaceful with chaos all around; how to communicate you are at your "wit's end"; skill building and wellness; engaging job seekers and learners during a pandemic; promoting staff wellness and resilience.
 - c. *Confirmed presentations were reviewed and Hope asked the team to select 1-3 top ideas from the 3rd bullet below. These would be each member's selection for other topics Hope should pursue. Team members submitted their choices, via email, after the meeting.*
- Input on Draft of WIOA Staff Orientation PPT:
 - ✓ Hope explained that the WIOA Leaders have been working on a WIOA Orientation Presentation for staff.
 - ✓ This is being developed based on responses from a 12/2019 employee feedback survey and a significant percent of respondents were not clear about WIOA and the One-Stop System.
 - ✓ The draft was reviewed and sent to the team after the meeting. Input was received and the presentation will be updated and shared in March.

5. Next Meeting Date: Friday, March 19th, 9:30 – 11:30. All meetings will be virtual until further notice.

2021 Blue Collar Jobs Training Program Providers in Delaware, by County

County	Provider	Program	Contact Person	Contact Phone	Contact Email	Blue Collar Enrollments Awarded
New Castle	Delaware Skills Center	LPN	Jacqueline Hawkes	302 576-5030	Jacqueline.Hawkes@nccvt.k12.de.us	40
Kent	Polytech	Electro Mechanical Technician	Jeremy McEntire	302 697-4545	Jeremy.McEntire@Polytech.k12.de.us	24
New Castle	Delaware Skills Center	Computer User Support Specialists	Jacqueline Hawkes	303 576-5030	Jacqueline.hawkes@nccvt.k12.de.us	30
New Castle	Delaware Skills Center	Electrical Trades	Jacqueline Hawkes	304 576-5030	Jacqueline.hawkes@nccvt.k12.de.us	30
New Castle	Delaware Skills Center	Welding	Jacqueline Hawkes	305 576-5030	Jacqueline.hawkes@nccvt.k12.de.us	30
New Castle	Delaware Technical Community College-Wilmington	Dialysis	Cathy Hagan	302 434-5572	Khagan@dtcc.edu	8
New Castle	Goodwill	Workforce Preparation	Patti Mengers	302 761-4640	Pmngers@goodwillde.org	30
New Castle	West End Neighborhood House	Workforce Preparation	Anya Lindsey	302 658-4171	Alindsey@Westendnh.org	30
Sussex	Delaware Technical Community College-Owens	HVAC Technician	Hilary Valentine	302 259-6384	HValent2@dtcc.edu	12
Sussex	First State Community Action Agency	Cooks-Culinary Arts	Mary Ann Morris	302 856-7761 x157	Bedwards@Firststatecaa.org	10
Sussex	Sussex Tech	Enhanced Certified Nursing	Linda Eklund	302-856-9035	Linda.Eklund@sussexvt.k12.de.us	28
Sussex	Sussex Tech	Workforce Preparation	Mike Hague	302 853-1463	Mike.Hague@sussexvt.k12.de.us	15
Sussex	Tech Impact	Computer User Support Specialists	Becca Johnson	302 256-5015	Becca@TechImpact.org	32
Sussex	Delaware Technical Community College-Owens	Certified Clinical Medical Administrative Assistant	Jillian Whitney	303 259-6364	Jillian.Whitney@dtcc.edu	8